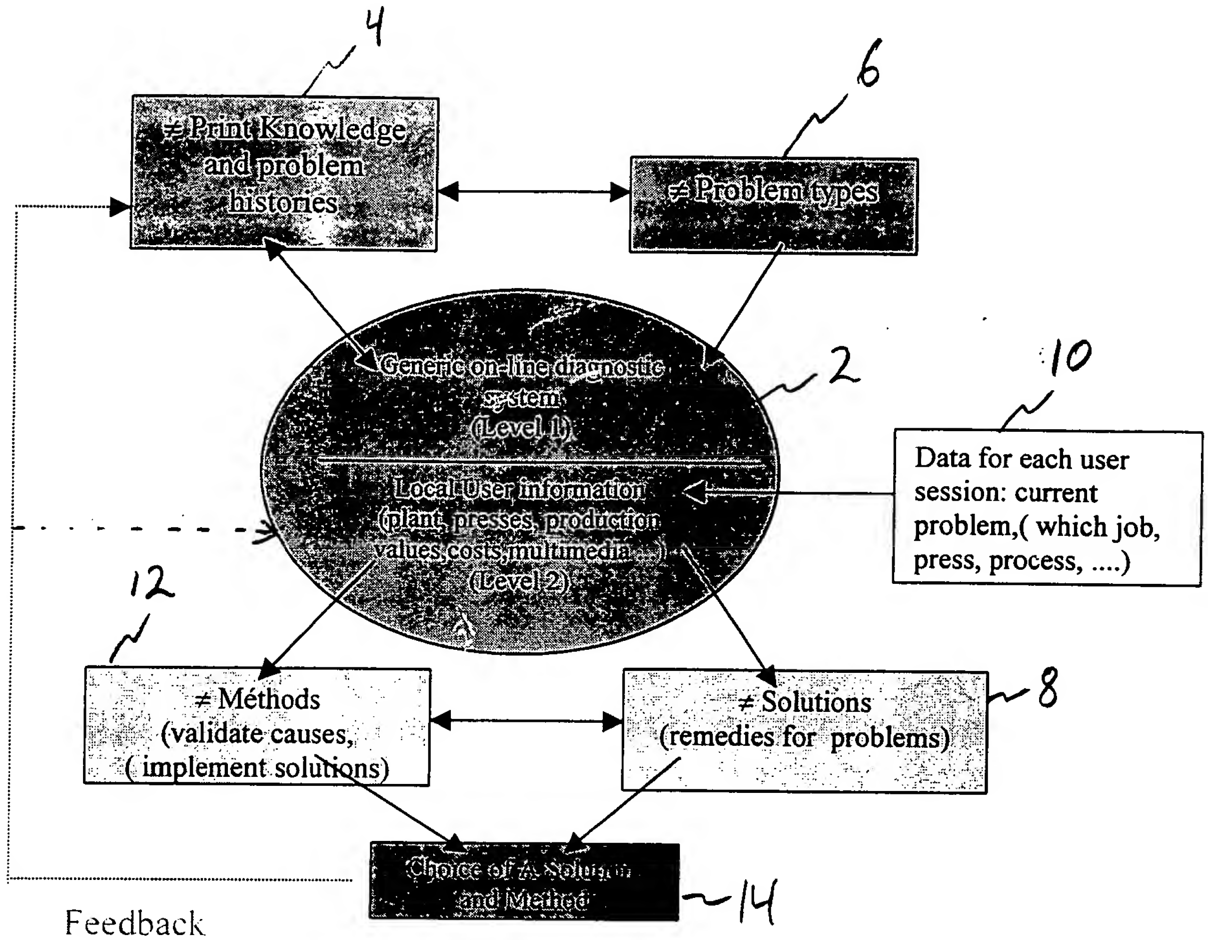

FIG. 1

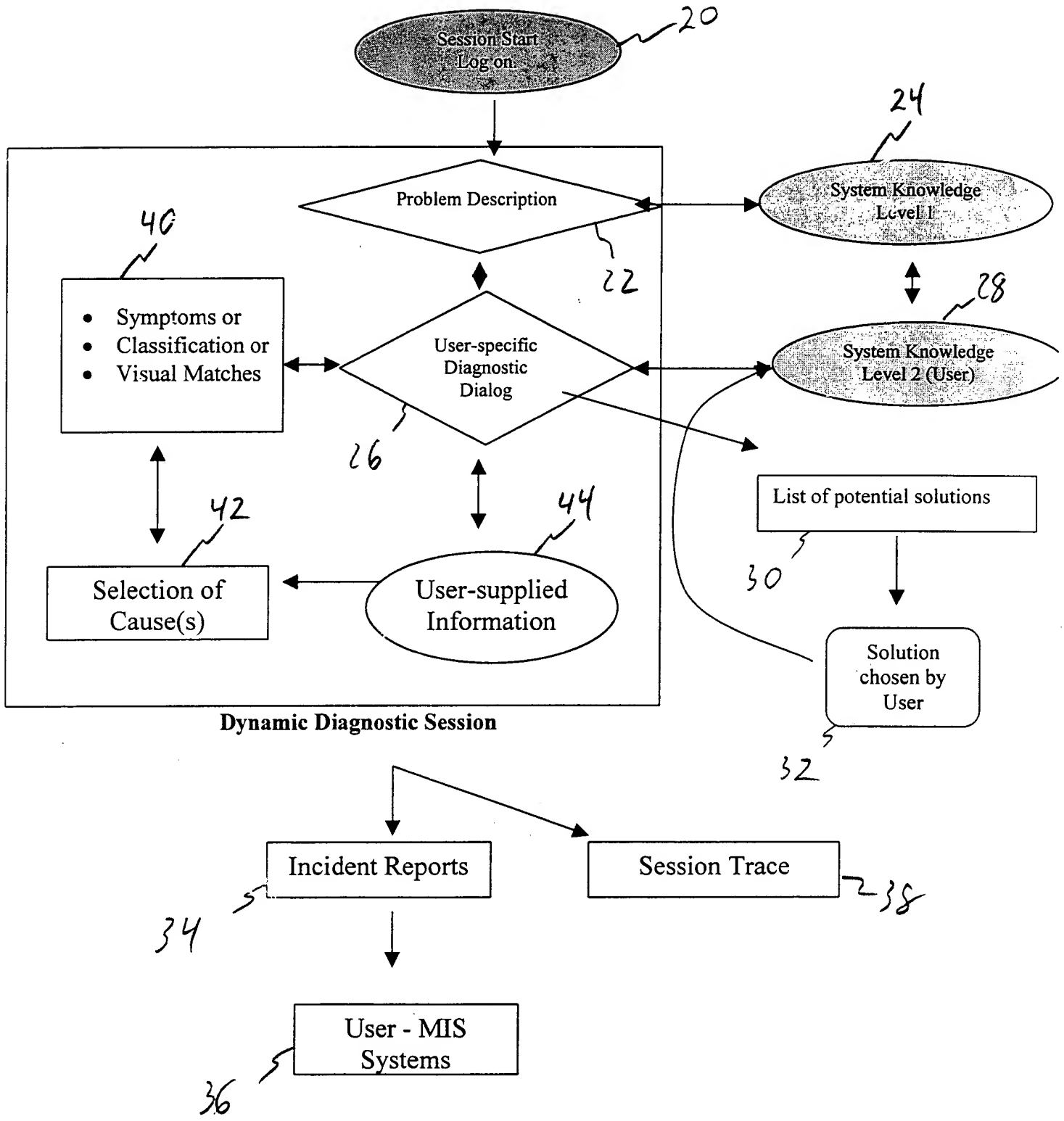
Session Start
Log on
20
24
System Knowledge
Level 1
Problem Description
22
40
28
System Knowledge
Level 2 (User)
Symptoms or
Classification or
Visual Matches
User-specific
Diagnostic
Dialog
26
List of potential solutions
30
42
44
Selection of
Cause(s)
User-supplied
Information
Solution
chosen by
User
32
Dynamic Diagnostic Session
Incident Reports
34
Session Trace
38
User - MIS
Systems
36

FIG. 2

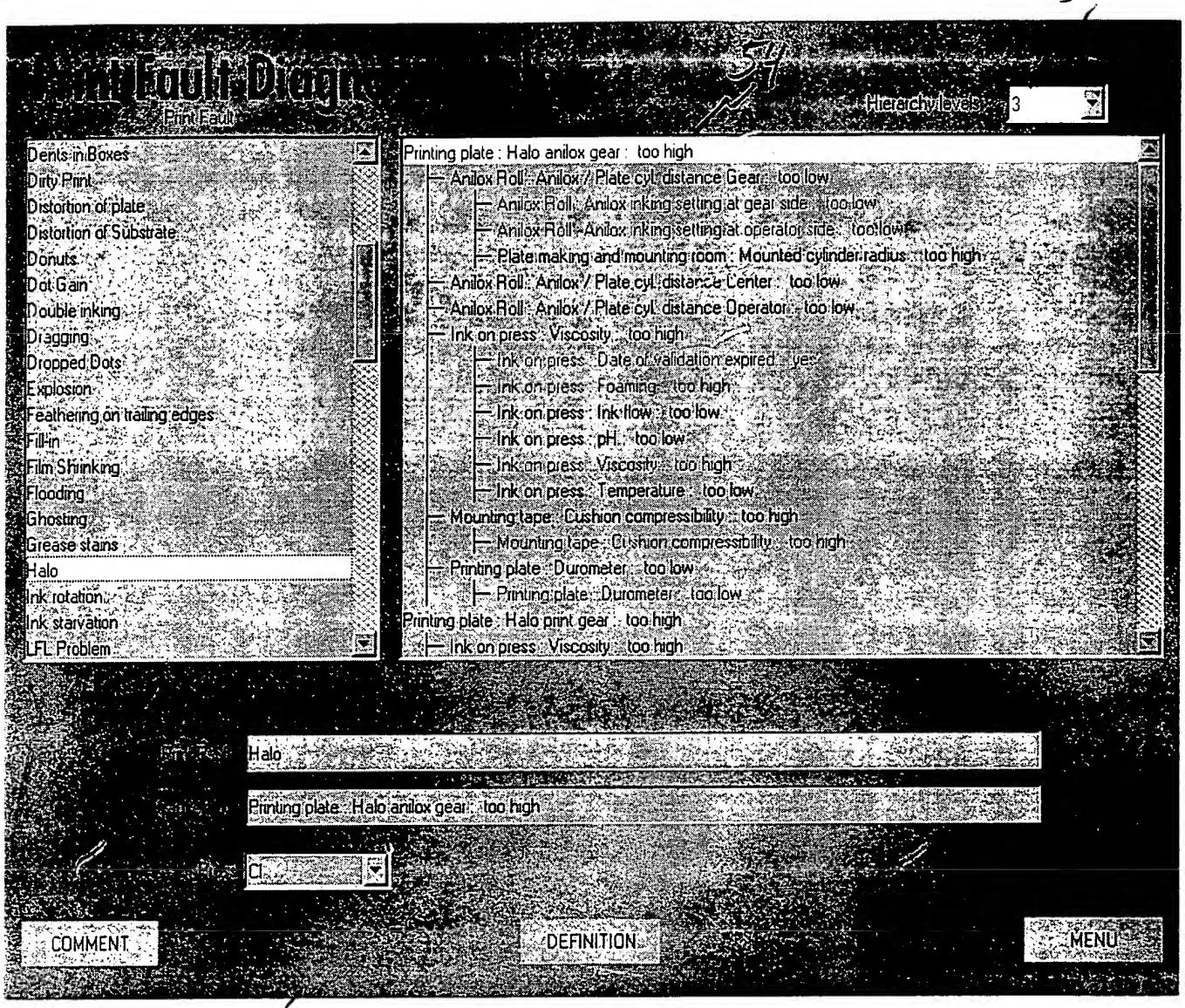

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FIG. 3

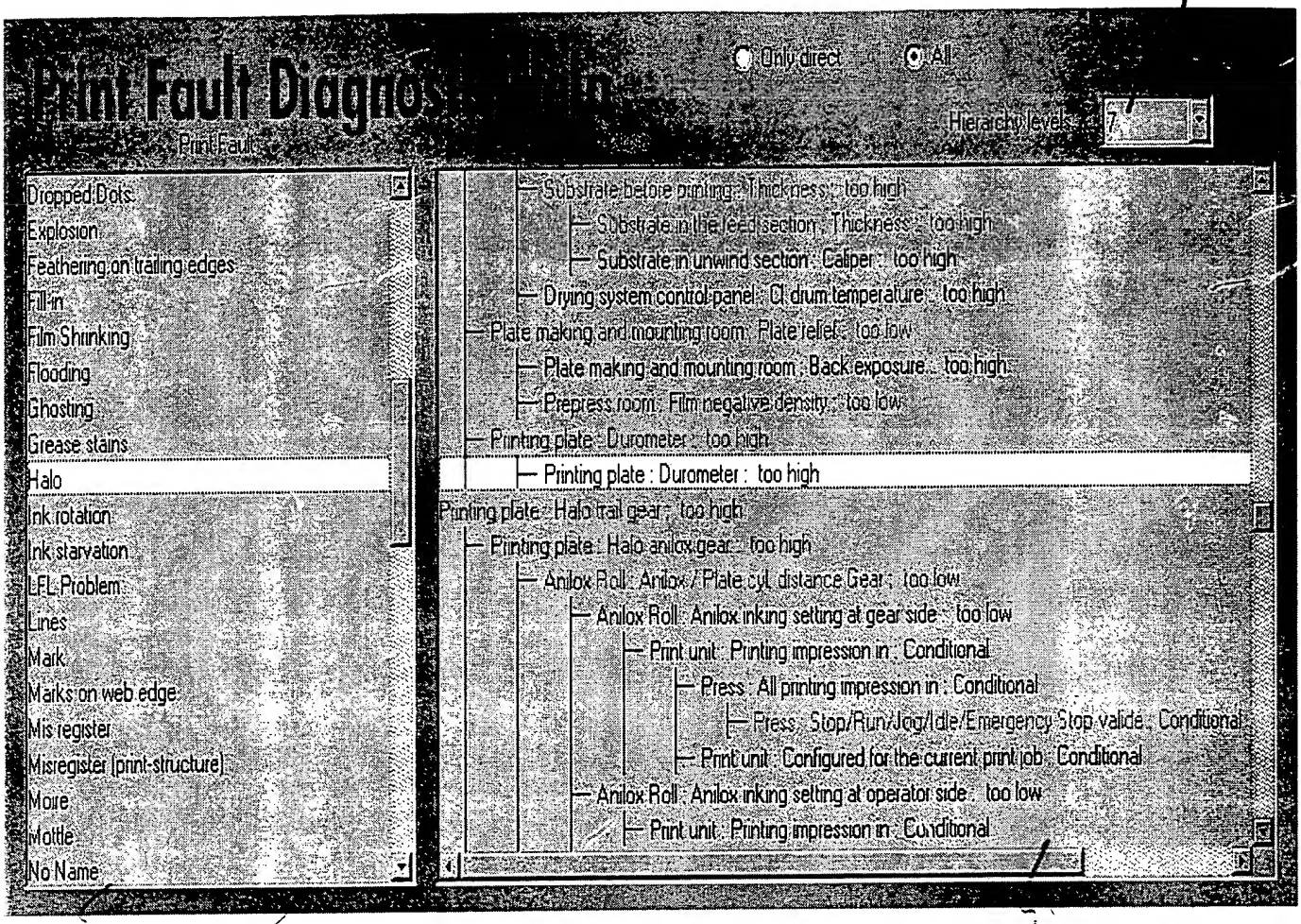

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FIG. 4

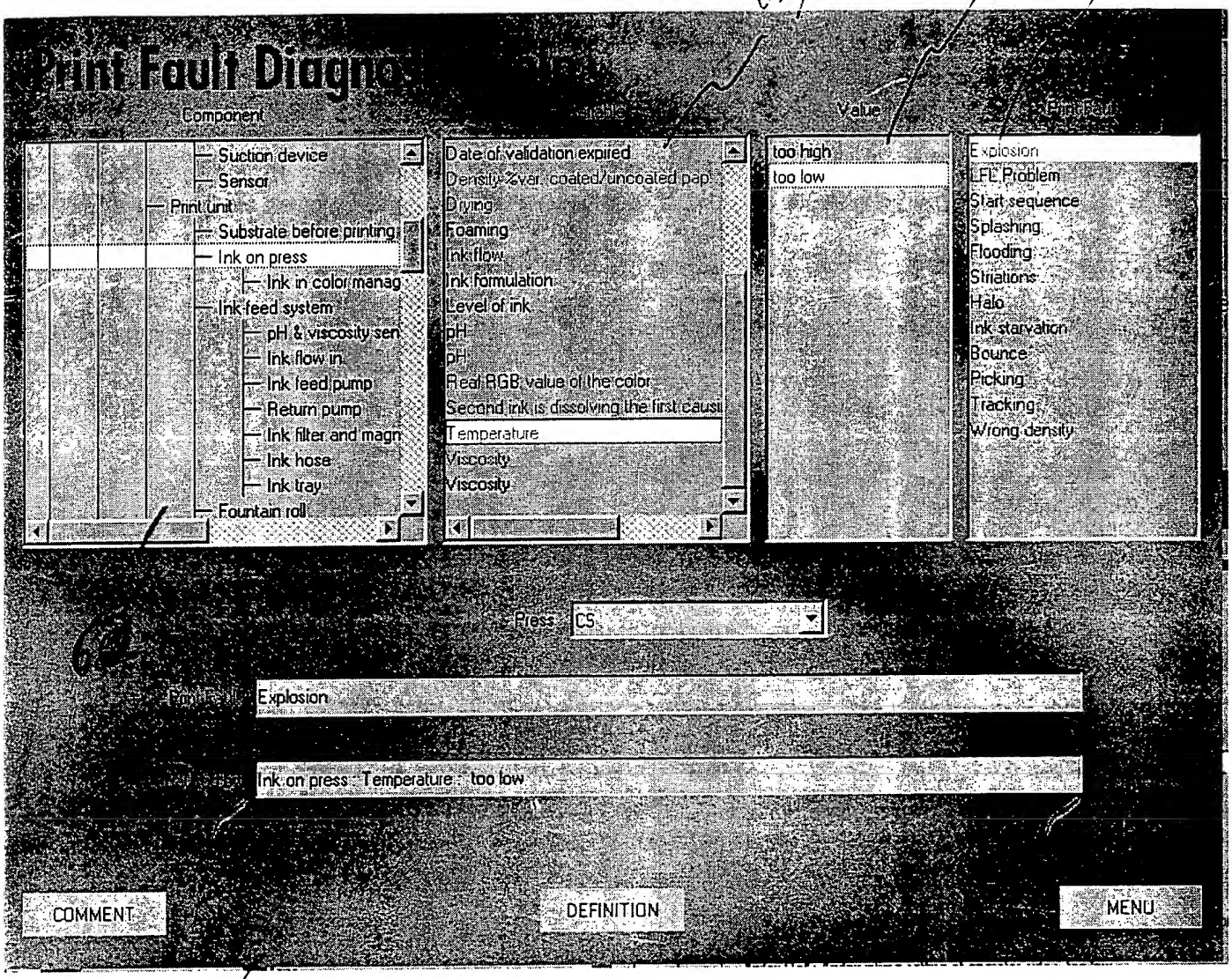
Print Fault Diagno
Component
Value
Print Fault
Suction device
Sensor
Print unit
Substrate before printing
Ink on press
Ink in color manag
Ink feed system
pH & viscosity sen
Ink flow in
Ink feed pump
Return pump
Ink filter and magn
Ink hose
Ink tray
Fountain roll
Date of validation expired
Density: %var. coated/uncoated pap
Drying
Foaming
Ink flow
Ink formulation
Level of ink
pH
pH
Real RGB value of the color
Second ink is dissolving the first caus
Temperature
Viscosity
Viscosity
too high
too low
Explosion
LEL Problem
Start sequence
Splashing
Flooding
Striations
Halo
Ink starvation
Bounce
Picking
Tracking
Wrong density
Press
CS
Explosion
Ink on press : Temperature : too low
COMMENT
DEFINITION
MENU

FIG. 5